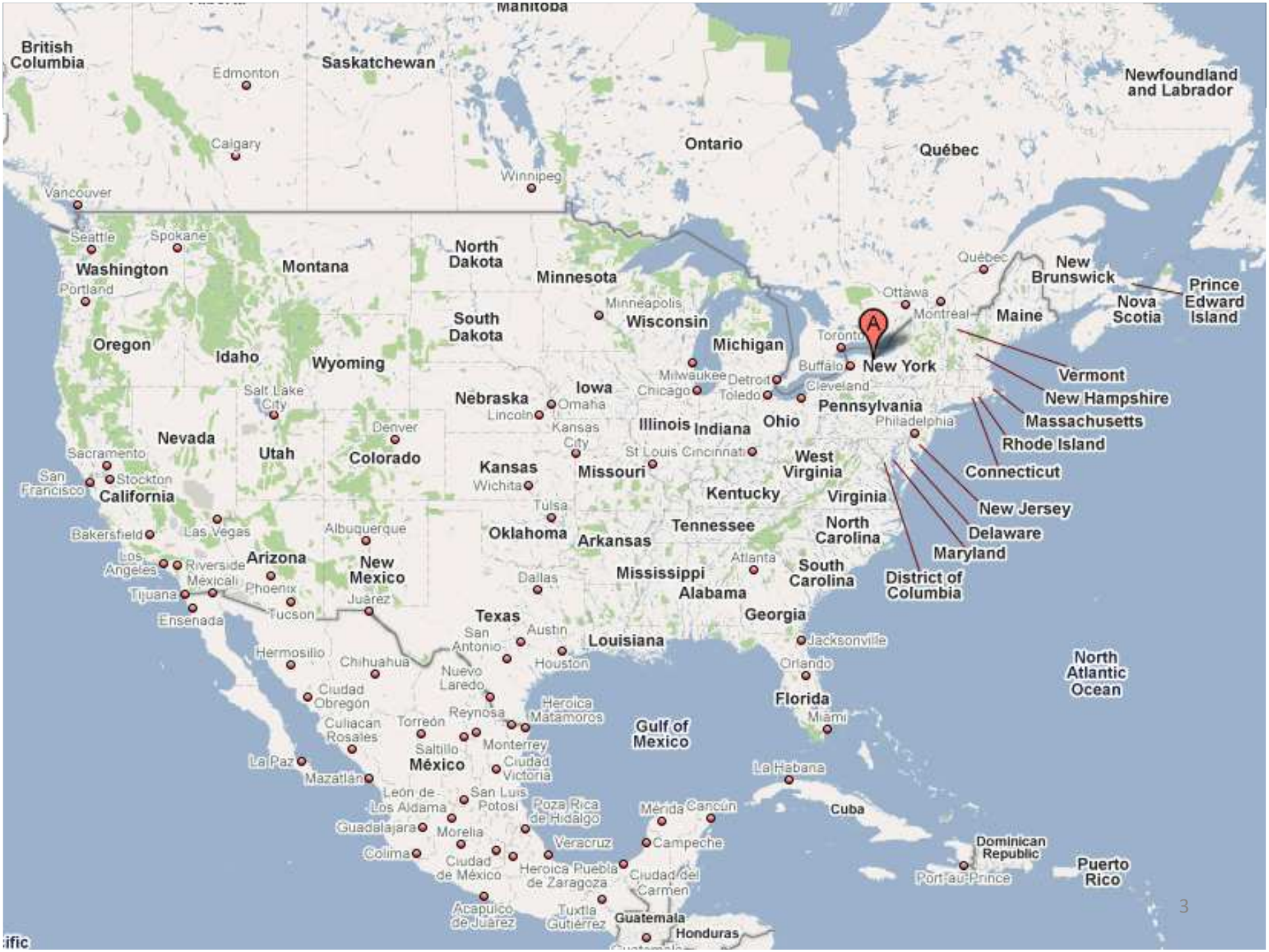
Participatory Design of Academic Libraries

International Conference KRE 11, Prague

Nancy Fried Foster
Director of Anthropological Research
River Campus Libraries, University of Rochester

University of Rochester

- Private College
- Upstate New York
  - 4,608 Undergraduates
  - 2,900 Graduates
  - 1,258 Faculty
- 3 nearby campuses
  - Medical Center
  - Eastman School of Music
  - River Campus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Tuxtla Gutiérrez
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Photo of Cayuga Lake

Photo of sign near Cayuga Lake

Photo of classic design examples

Participatory Design

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Enhancing E-Resources by Studying Users: The University of Rochester's Analysis of Faculty Perspectives on an Institutional Repository Aug 6, 2008 1 Nancy Fried Foster Author 188
Institutional Repositories: Policies, and Disruption Apr 2, 2007 1 Nancy Fried Foster Author 225
Kanaima and Branco in Wapisiana Cosmology Feb 27, 2011 1 Nancy Fried Foster Author 12
The Librarian-Student-Faculty Triangle: Conflicting Research Strategies? Dec 6, 2010 1 Nancy Fried Foster Author 106
The Next Generation of Academics: A Report on a Study Conducted at the University of Rochester Sep 17, 2008 1 Nancy Fried Foster Author 536
Reference Librarians and the Success of Institutional Repositories Aug 22, 2005 1 Nancy Fried Foster Author 221
Scholarly Practice: Participatory Design and the eXtensible Catalog Aug 29, 2010 1 Nancy Fried Foster Editor 46
Studying Students: The Undergraduate Research Project at the University of Rochester Aug 13, 2009 1 Nancy Fried Foster Author 2212
Understanding Faculty to Improve Content Recruitment for Institutional Repositories Feb 18, 2005 1 Nancy Fried Foster Author 309
Use a Shoehorn or Design a Better Shoe: Co-Design of a University Repository Mar 30, 2005 1 Nancy Fried Foster Author 102
What Researchers Do: A Report on User Research for the eXtensible Catalog Aug 29, 2010 1 Nancy Fried Foster Author 53
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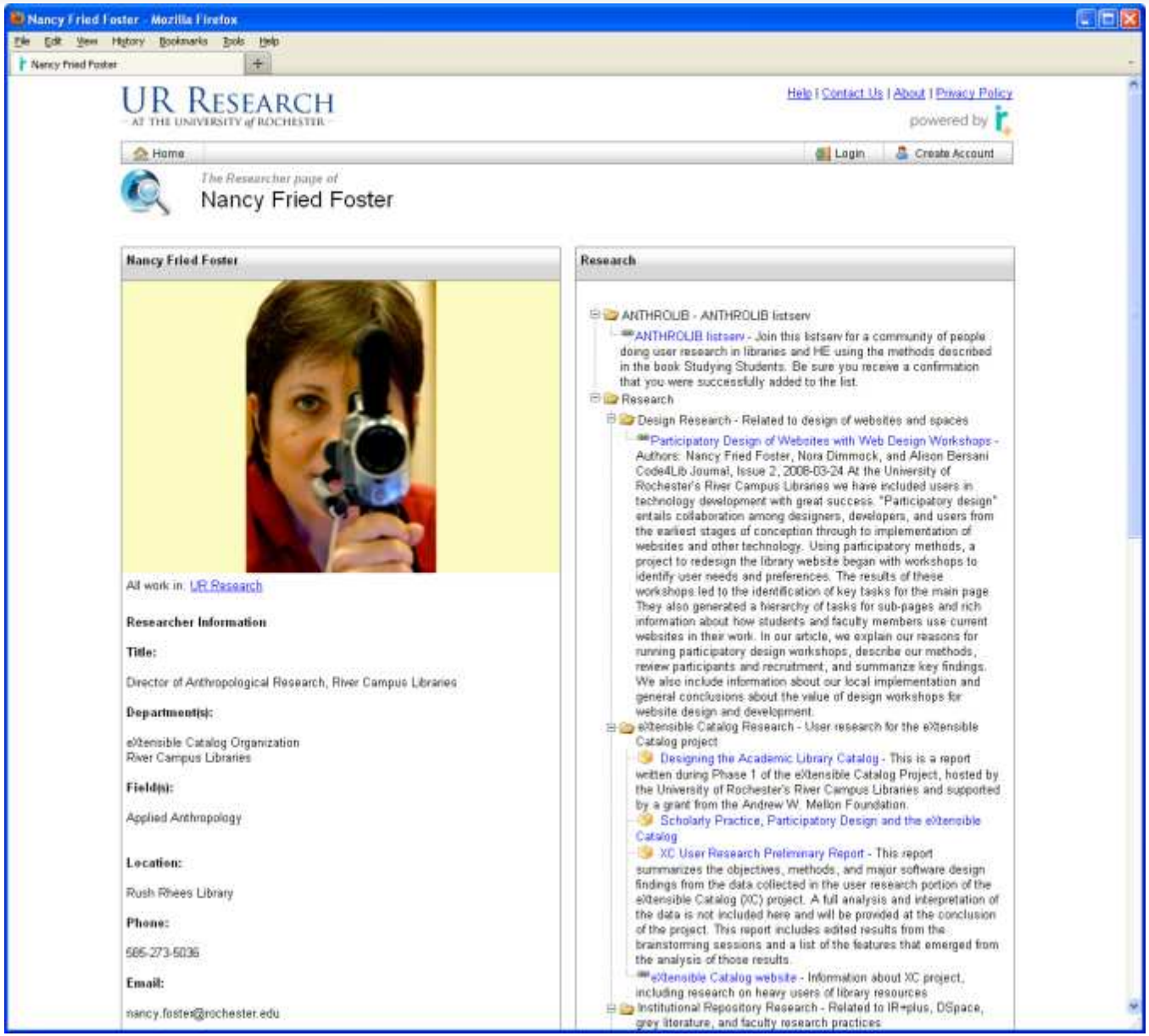
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Field(s):
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Rush Rhees Library
Phone:
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Email:
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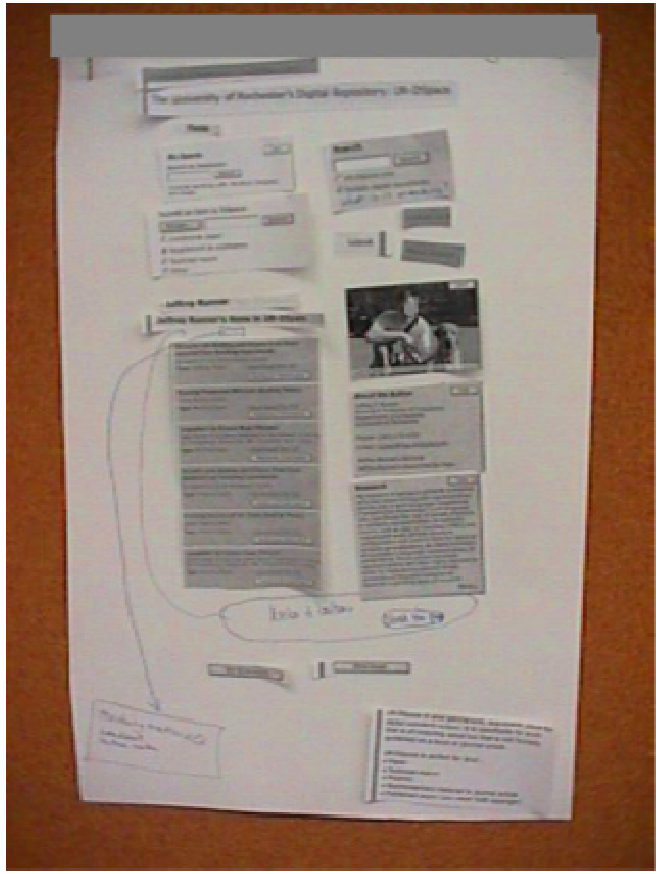
Research
ANTHROLIB - ANTHROLIB listserv
ANTHROLIB listserv - Join this listserv for a community of people doing user research in libraries and HE using the methods described in the book Studying Students. Be sure you receive a confirmation that you were successfully added to the list.
Research
Design Research - Related to design of websites and spaces
Participatory Design of Websites with Web Design Workshops - Authors: Nancy Fried Foster, Nora Dimmock, and Alison Bersani Code4Lib Journal, Issue 2, 2008-03-24 At the University of Rochester's River Campus Libraries we have included users in technology development with great success. "Participatory design" entails collaboration among designers, developers, and users from the earliest stages of conception through to implementation of websites and other technology. Using participatory methods, a project to redesign the library website began with workshops to identify user needs and preferences. The results of these workshops led to the identification of key tasks for the main page. They also generated a hierarchy of tasks for sub-pages and rich information about how students and faculty members use current websites in their work. In our article, we explain our reasons for running participatory design workshops, describe our methods, review participants and recruitment, and summarize key findings. We also include information about our local implementation and general conclusions about the value of design workshops for website design and development.
eXtensible Catalog Research - User research for the eXtensible Catalog project
Designing the Academic Library Catalog - This is a report written during Phase 1 of the eXtensible Catalog Project, hosted by the University of Rochester's River Campus Libraries and supported by a grant from the Andrew W. Mellon Foundation.
Scholarly Practice, Participatory Design and the eXtensible Catalog
XC User Research Preliminary Report - This report summarizes the objectives, methods, and major software design findings from the data collected in the user research portion of the eXtensible Catalog (XC) project. A full analysis and interpretation of the data is not included here and will be provided at the conclusion of the project. This report includes edited results from the brainstorming sessions and a list of the features that emerged from the analysis of those results.
eXtensible Catalog website - Information about XC project, including research on heavy users of library resources
Institutional Repository Research - Related to IR+plus, DSpace, grey literature, and faculty research practices

Photo of faculty being interviewed



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Researcher Page — Steven Manly

About the Author

Mercer Brugler Distinguished Teaching Professor
Associate Professor of Physics
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Bausch & Lomb 203E

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Steven Manly's Website
Steven Manly's Departmental Page

Steven Manly

Research Interests

Heavy ion physics with the Phobos experiment at BNL, Neutrino interactions on nuclei and neutrino oscillations, High precision gravitational redshift measurement, Z physics with the SLD experiment at SLAC. Research toward the International Linear Collider

Teaching Interests

Teaching and Research seminar, TA training, General Physics II (E+M, optics, modern physics for science majors)

Documents

Conference Papers

Collective flow with PHOBOS
Authors: Wuerfelder, Uli M.; Tyler, Loraine Komisarjevsky
Issue Date: 1987
Description: "Reprinted from Cognition ... volume 25 (1987)"--Ep. verso. "A Bradford book." Includes bibliographies and index.
Type: Conference Paper
URI: http://hdl.handle.net/1721.1/1760

Paradox lost? : firm-level evidence on the returns to information systems spending
Authors: Brynjolfsson, Erik. ; Hitt, Lorin M.
Issue Date: 1994
Description: Cover title. "An earlier, abbreviated version of the paper was published in the Proceedings of the International Conference on Information Systems, 1993, under the title "Is information systems spending productive? new evidence and new results. Series from publisher's list. Includes bibliographical references (p. 39-40).
Type: Conference Paper
URI: http://hdl.handle.net/1721.1/2557

Working Papers

Senior Theses

A Decomposition of Global Linkages in Financial Markets Over Time
Authors: Forbes, Kristen; Chinn, Menzie David
Issue Date: 14-Mar-2003
Type: Senior Theses
URI: http://hdl.handle.net/1721.1/1760

Models and Methods for Merge-In-Transit Operations
Authors: Croxton, Keely L.; Gendron, Bernard; Magnanti, Thomas L.
Issue Date: Sep-2001
Description: We develop integer programming formulations and solution methods for addressing operational issues in merge-in-transit distribution systems. The models account for various complex problem features including the integration of inventory and transportation decisions, the dynamic and multimodal components...
Type: Senior Theses
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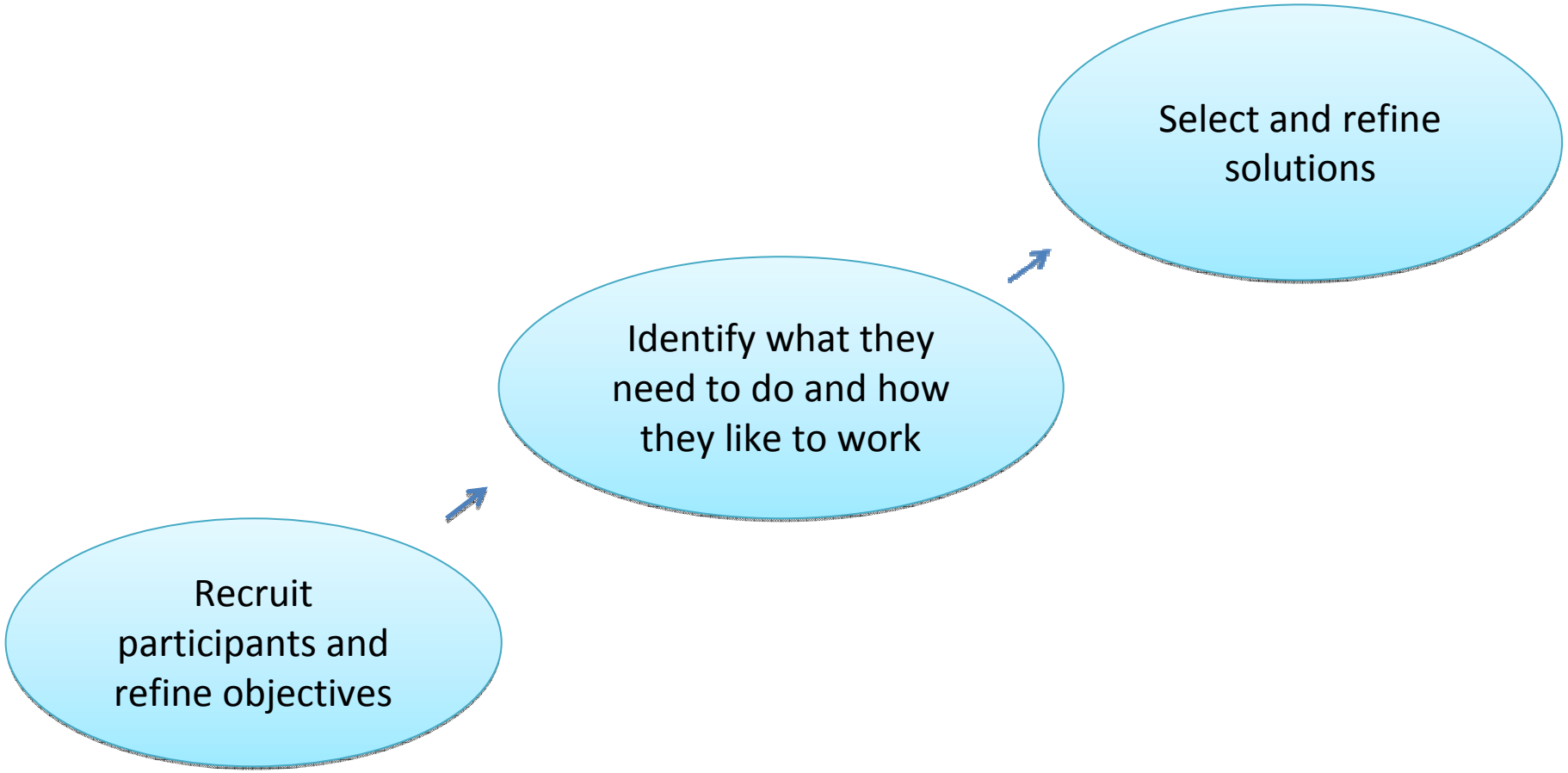
Select and refine solutions
Identify what they need to do and how they like to work
Recruit participants and refine objectives

Photo of faculty being interviewed

Photo of retrospective interview

Photo of map interview

Photo of dorm visit

Photo of design workshop artefact

What do they need?

What do they need to do?

Photo of nVivo software

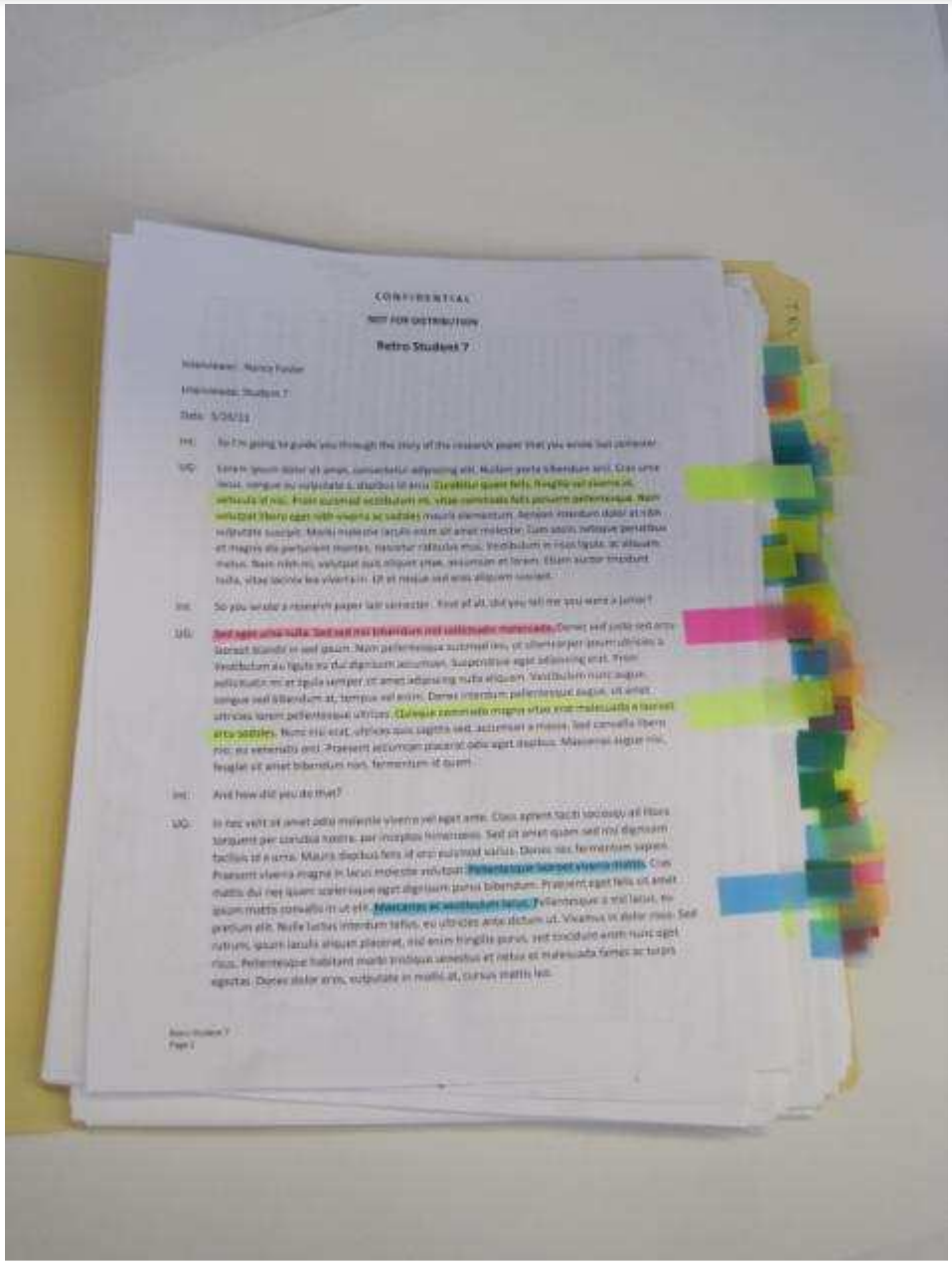
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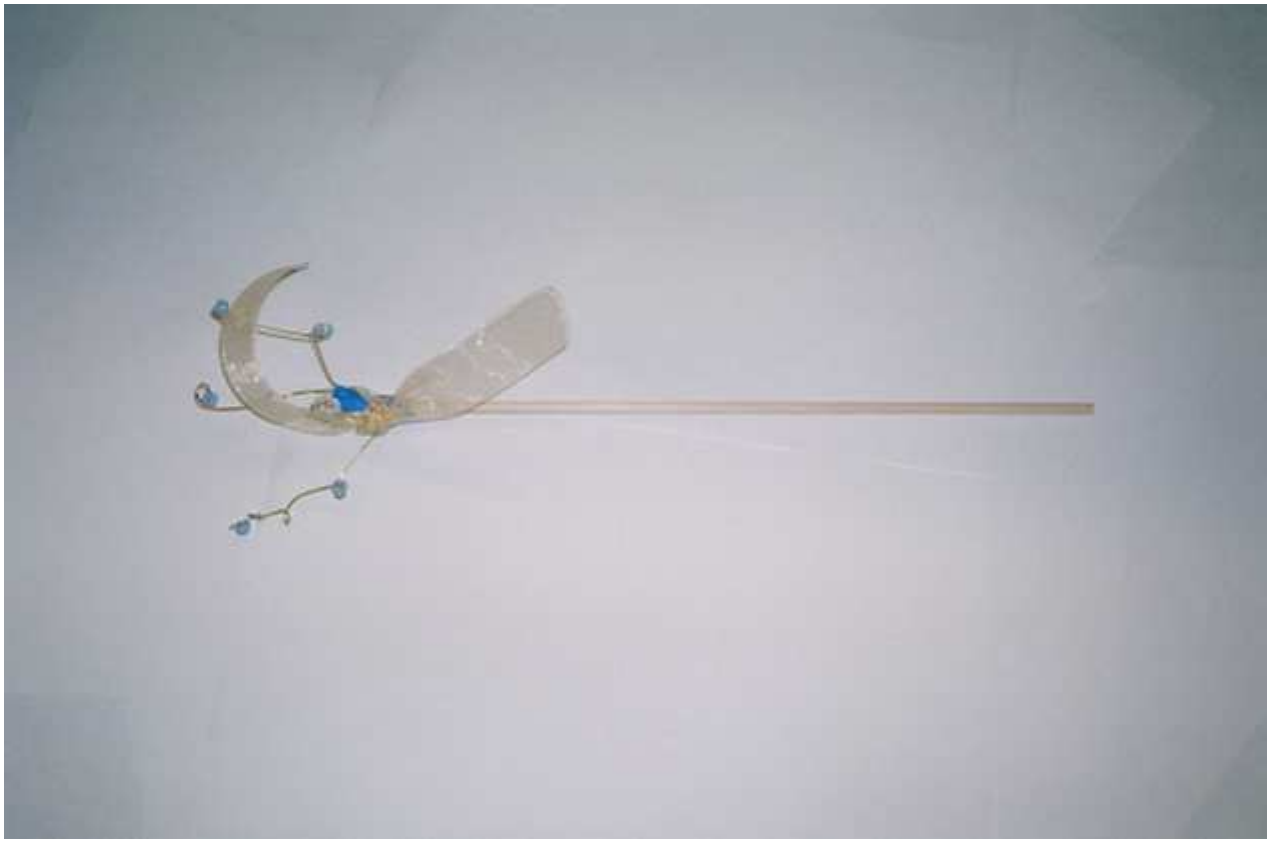
Photo of design workshop artefact



Analysis of undergrad drawings from Carlson design workshop

June 16-17, 2009

Things students need to do in Carlson, as understood from their drawings of a "perfect library space" ...

General action	Component actions
Work in a group	Study Write Write on a whiteboard
Use a computer	Print
Work at a big table	Work individually Work in a group
Work in a small room	Work in a group Work individually Have a discussion Work where it's quiet Write on a whiteboard
Use couches and comfy chairs	Move between desks and sofas
Have desk spaces and comfy chair spaces adjacent throughout the area	
Use library collections	Use textbooks Use journals Use books Use maps Create a noise buffer Create a non-distracting space divider

Criteria for assessing possible XC features

- Feasible, buildable
- Closely related to core XC functionality
- Meets known user needs
- Could increase uptake of XC
- Novel idea (either totally new or new to the library domain)

Photo of design workshop artefact

Photo of design workshop artefact

Photo of design workshop artefact

Photo of design workshop artefact

Major Recurring Themes

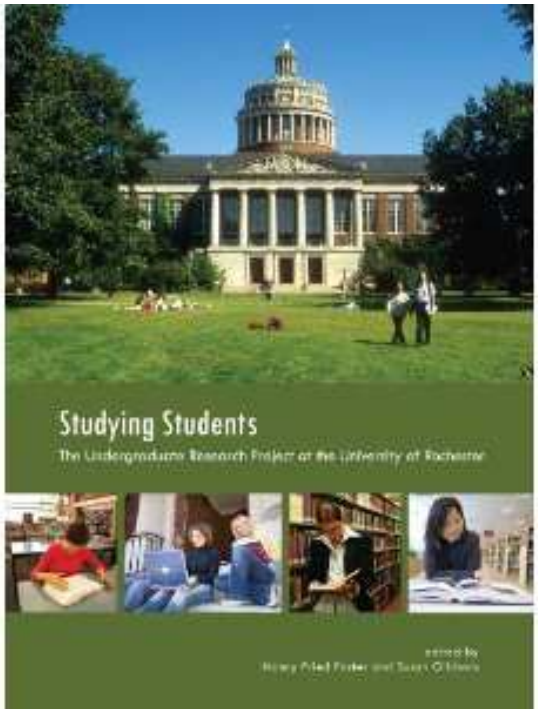
Students need to:

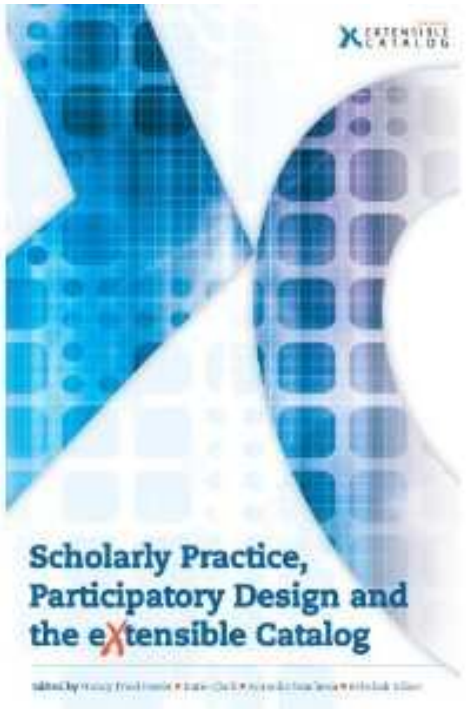
- See within space and outside
- Do different activities in same space
- Feel secure and comfy (sit, slouch, lie down, eat, drink, spread books out, not get lost)
- Use tools (plug in, get wireless, use a big screen, use a stapler)
- Get help (very generic, all-purpose)

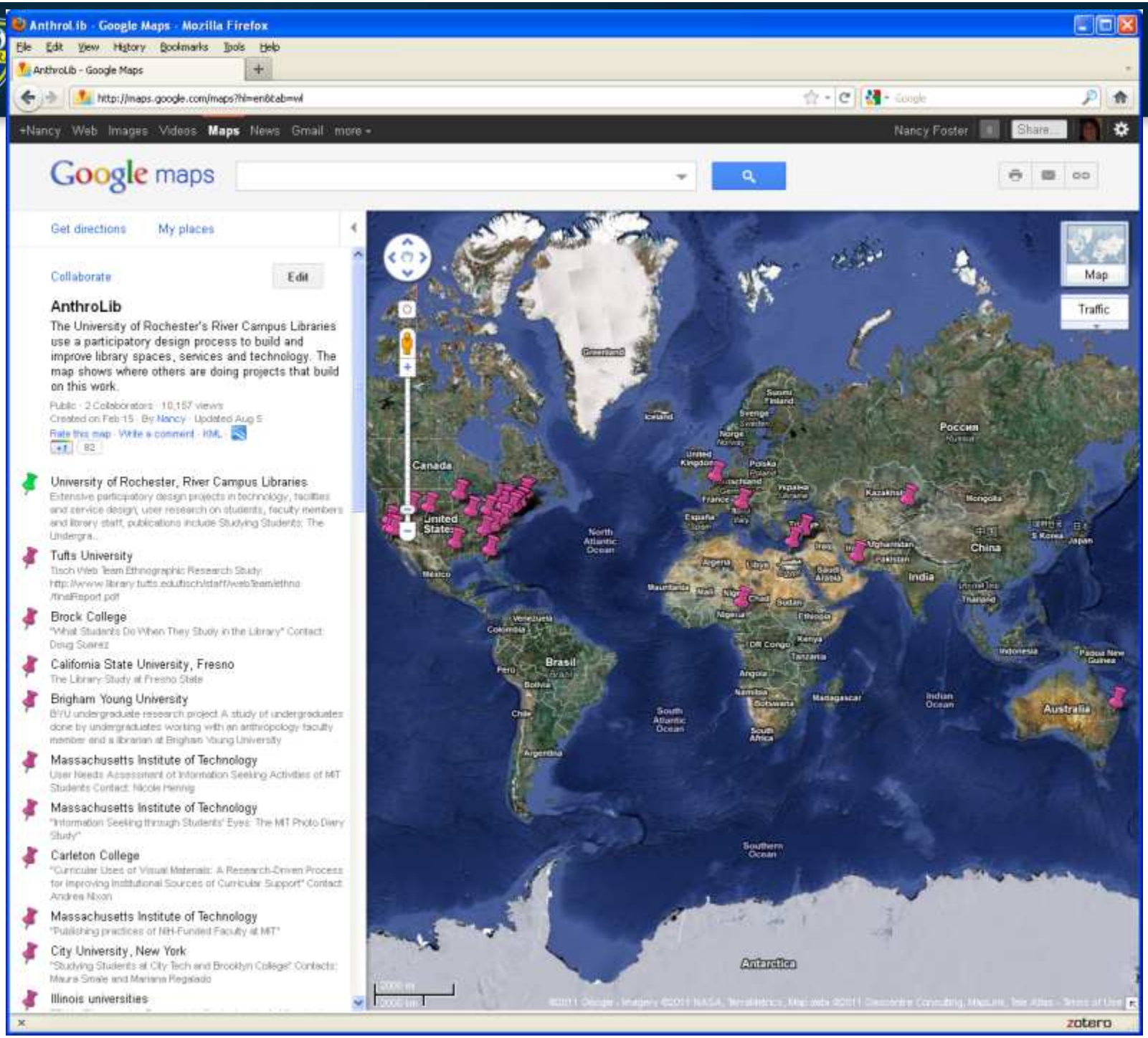
River Campus Libraries

Photo of design workshop artefact

Photo of design workshop artefact


Studying Students


Scholarly Practice, Participatory Design and the eXtensible Catalog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The University of Rochester's River Campus Libraries use a participatory design process to build and improve library spaces, services and technology. The map shows where others are doing projects that build on this work.
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University of Rochester, River Campus Libraries
Extensive participatory design projects in technology, facilities and service design; user research on students, faculty members and library staff; publications include Studying Students: The Undergra...
Tufts University
Tisch Web Team Ethnographic Research Study
http://www.library.tufts.edu/tisch/staff/webTeam/ethno/finalReport.pdf
Brock College
"What Students Do When They Study in the Library" Contact: Doug Suarez
California State University, Fresno
The Library Study at Fresno State
Brigham Young University
BYU undergraduate research project A study of undergraduates done by undergraduates working with an anthropology faculty member and a librarian at Brigham Young University
Massachusetts Institute of Technology
User Needs Assessment of Information Seeking Activities of MIT Students Contact: Nicole Herring
Massachusetts Institute of Technology
"Information Seeking through Students' Eyes: The MIT Photo Diary Study"
Carleton College
"Curricular Uses of Visual Materials: A Research-Driven Process for Improving Institutional Sources of Curricular Support" Contact: Andrea Nixon
Massachusetts Institute of Technology
"Publishing practices of NIH-Funded Faculty at MIT"
City University, New York
"Studying Students at City Tech and Brooklyn College" Contacts: Maura Smale and Mariana Regalado
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